

**CALNET II RFP DGS-2053 Question and Answer Set #9**  
**December 30, 2004**

**These are the last of the question and answers presented by vendors to be addressed at the bidders conference.**

General Response: These answers have been developed in response to the literal questions posed and the State has not tried to read anything more into the questions. The length of each answer is intended to provide information focused on the specific point of each question without confusing the issue. If you feel a question of a specific RFP point has not been answered thoroughly, please refine your question and resubmit it for response.

Functionality:

- It is not the State's intent to dictate the method of service/feature delivery.
- The complexity and diversity of the responses possible for some questions dictate the need for further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

Costing: The pricing model provided in the cost tables in Section 7 is designed as a means to compare the prices of all bidders equally for the functionality required in the RFP. The intent is to solicit pricing for all of the features and functionality required while allowing each bidder an opportunity to apply the pricing for their particular solution to each of the requirements.

Alternative Services: The state, through provisions of Appendix B, Section 67, Availability of Refreshed Technology and Additional Service Items, has demonstrated its interest in having access to alternative services and new technologies. Following the Contract award, services may be added to the CALNET II contract only if categorized as an enhancement to competitively bid services offered under the Contract. If the state determines the offered service does not qualify as an enhancement, the state will consider alternative competitive procurement options.

**1. Introduction**

- 1-1. 1.2.3 Selecting the CALNET II Approach: As far as "significant amount of information" obtained in face-to-face meetings, please provide link to or soft copies of Customer Advisory Group (CAG) meeting minutes, dates, and names of agency attendees, as we believe they are public record.

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 1-2. 1.8, Financial Responsibility Information: To determine Financial Responsibility: a. What criteria will the State use? b. How will this be

weighted? c. Will bidders be disqualified, at the Vendor qualification phase, if this criteria is not met?

**Answer: a. See RFP Sections 1.8 and 5.3. Section 5.3 will be modified in a future addendum to describe “pass/fail” evaluation. b. This will not be weighted. See also Section 9.5.2 which will be modified in a future addendum to exclude reference to financial resources c. No. Disqualification would occur after evaluation of final proposals.**

## **2. Rules Governing Competition**

- 2-1. 2.2.10, Statement of Experience and Financial Condition: If the bidder's Corporation prepares and examines the Financial statements and has it reviewed by an independent auditor can an officer of the bidders firm sign this form?

**Answer: Yes, Exhibit 1-C, Statement of Experience and Financial Condition, can be signed by an officer of the bidder's firm.**

- 2-2. 2.3.1.5, Confidential Bidder Discussion: Under what circumstances, if any, will one Bidder's written submissions and the content of oral discussions be divulged to other Bidders?

**Answer: The Confidential Bidder Discussions are not disclosed to other Bidders under any circumstances. Conceptual, Detailed Technical, Draft and Final proposals are disclosed subsequent to contract award in accordance with the Government Code Section 6250 Et. Seq.**

## **6. Business and Technical Requirements**

- 6-1. 6.2.1.1 Local Service Certification: Must the prime bidder hold certification from the CPUC or can any partner or subcontractor in a strategic partnership hold the certification?

**Answer: Because the prime contractor is contractually responsible for the service, the prime bidder must hold the certificate for local service. See Public Utilities Code Sections 216, 233, 234, and 1001.**

- 6-2. Sections 6.2.1.1 & 6.2.1.2 require certification for local services and long distance services. Yet of both certifications, only the CPUC certification for local services (6.2.1.1) is required as a Pre-qualifying document in Section 8.3.1.d. Why are both certifications required, yet only one of the two required as a pre-qualifying document? By making this a requirement in a sole-source contract for all communications services, the State is basically making the dominant incumbent LEC the favored contractor not only in non-competitive legacy local services, but the favored contractor in all services, regardless of their level of service expertise or development. Most communication services that will be offered to the State as part of this acquisition don't fall under the regulation of the CPUC, so why are local voice services and this CPUC certification requirement driving the entire RFP? Additionally, Voice over IP (VoIP) local services do not fall under the jurisdiction of the CPUC, but as an interstate service under the FCC.

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-3. 6.3.1 Voice Network Design: Many of the items being requested are considered proprietary, confidential, intellectual property, and/or company trade secret. How does the State plan to honor the confidentiality of this information?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-4. 6.3.1, Backwards Compatibility: Will DGS release information on proprietary systems the carrier is expected to interface with?

**Answer: Yes, to the extent such information is in the public domain, required under the California Public Records Act, Government Code 6250, et seq. or otherwise required to be disclosed by law.**

- 6-5. 6.4.1, Line Side Services, Minimum Requirements: If the call connection rate is included, how long must the call stay up before dropping to be considered complete?

**Answer: The definition of call completion is when it is connected from the network edge of the transmitting end to the network edge of the destination side.**

- 6-6. 6.5.2/6.7.2 Security: Reference: "The State expects stringent security standards, based upon the transmission of confidential or sensitive data." Will DGS/TD provide their Information Technology Information Assurance & Security Policy as a reference to establish baseline security requirements and as a basis for verification and validation of meeting the expected, stringent security standards of the proposed solution?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-7. 6.5.2/6.7.2 Security: Reference: "The State expects stringent security standards, based upon the transmission of confidential or sensitive data." Will DGS/TD provide their personnel security policy pertaining to citizenship requirements that may have access to CALNET II data or backend information systems?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-8. 6.6.1 WAN Backbone Design: Detailed network information will require Non-Disclosure/Confidentiality for security and competitive reasons. Can the state comply?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-9. 6.6.1 WAN Backbone Design: Many of the items being requested (e.g., drawings that include both topology and logical representations of all critical network backbone elements) are considered proprietary, confidential, intellectual property, and/or company trade secret. How does the State plan to honor the confidentiality of this information?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-10. 6.7.2, Security: Disclosure of security plan will require Non-Disclosure/Confidentiality for security and competitive reasons. Can the state comply?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

- 6-11. 6.8.3, Managed IP Based Video Conferencing Services: What level of security protection must be employed on these sessions?

**Answer: Managed IP Based Video Conferencing Services are classified as desirable. The bidder is to define what level of security is provided with their offering.**

- 6-12. 6.8.3, Managed IP Based Video Conferencing Services: Is the RFP correct with regard to the quality of service objectives for video conferencing? They should be larger than for audio only, not less. Video codecs have a large built-in delay due to processing and the need to sync the audio with the video, and consequently larger jitter buffers.

**Answer: Please see response to 6-11 above.**

- 6-13. 6.11.4, Provisioning and Implementation: In re page 135, provisioning and implementation requirements section. Is DGS/TD requiring on-site provisioning and implementation activity, at its expense, or can the vendor use the vendor's existing operational support system? May the vendor provide DGS/TD monthly reports to satisfy SLA's?

**Answer as provided in Q&A Set 8, question 6-46: a. Yes, on-site provisioning is a mandatory requirement that must be provided at the Contractor's expense. b. Monthly reports may satisfy the SLA's, depending on the content. This is a good example of the type of clarification that can be realized during the confidential discussions.**

**Clarification to answer: b. The reference to implementation management reports in 6.11.4 (page 136, 2<sup>nd</sup> bullet) is to emphasize the "no cost" criteria. The requirement for installation interval reporting is detailed in RFP section 6.17.9.2.**

- 6-14. 6.11.4, Provisioning and Implementation: 1st bullet - "Provide the State with a means to initiate near real time provisioning of service if requested. "Near real time" allows for delays in transmitting and processing of the request, but the

request shall not be held for future processing." **a.** For what products/services is this a requirement? **b.** Please clarify "cycle time expectation".

**Answer: a. The applications of this requirement are included in RFP Sections 6.17.4 (Service Provisioning and Tracking System) and 6.17.5 (On-Line Ordering Tool). b. Please provide reference for the term "cycle time expectation" and clarify the question and resubmit.**

**8. Proposal Format**

- 8-1. 8.3.1d (Page 4) Pre-Qualifying Documentation Question: Sections 6.2.1.1 & 6.2.1.2 require certification for local services and long distance services. Yet of both certifications, only the CPUC certification for local services (6.2.1.1) is required as a Pre-qualifying document in Section 8.3.1.d. Why are both certifications required, yet only one of the two required as a pre-qualifying document?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**

**12. Appendix B – Model Contract**

- 12-1. Appendix B, Section, Section 15, Safety and Accident Protection: Are state and local agencies required to provide a safe working environment for Contractor?

**Answer: As for any Contractor, State and local agencies are obligated to comply with all applicable labor statutes and regulations.**

- 12-2. Appendix B, Section, Section 17, Insurance: Will the State accept a Certificate of Self Insurance from the Contractor?

**Answer: DGS/TD continues to research an appropriate response to this question and will provide an answer at a later date.**